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RESPONSE UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE  
EXAMINING GROUP 7100

P A T E N T

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Christopher J. Allen

Serial No.: 10/619,917

Filing Date: July 15, 2003

Title: SYNCHRONIZATION OF AGENT  
SKILL DATA

Docket No: 60021-378501

Group Art Unit: 7149

Examiner: B.S. Stace

Certificate of Mailing/Transmittal

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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Debra J. Bruck  
Debra Bruck

1-2-07  
Date

**AMENDMENT AND RESPONSE TO OFFICE ACTION**

Dear Sir:

In response to the Office Action mailed November 3, 2006, Applicant submits the following amendments and remarks.

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 4 of this paper.

Remarks/Arguments begin on page 13 of this paper.

**OPPENHEIMER**

OPPENHEIMER WOLFF &amp; DONNELLY LLP

Plaza VII, Suite 3300  
45 South Seventh Street  
Minneapolis, MN 55402-1609  
www.Oppenheimer.com

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**FAX COVER LETTER**

January 2, 2007

**TO:** Brent S. Stace  
**COMPANY:** Commissioner for Patents – Art Unit 7149  
**PHONE:** 571.272.8372  
**FAX:** 571.273.8300

**FROM:** Christopher R. Hilberg  
**DIRECT DIAL:** (612) 607-7237  
**EMAIL:** CHilberg@oppenheimer.com  
**RE:** U.S. Patent Application No. 10/619,917  
Attorney Docket No. 60021-378501

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that that an Amendment and Response to Office Action is being facsimile transmitted on the date shown below, to Mail Stop Amendment, the Commissioner for Patents.

Debra J. Bruck1-2-07

Debra J. Bruck

Date

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